

IURC News Release

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Micronet and H.T. Teleservices Ordered to Pay Over \$1.9 Million for Violating State Cramming Laws; Commission Revokes Micronet's Certificate of Territorial Authority (CTA) Effective Immediately

Today in Cause Nos. 41546-SC-05, SC-06 and SC-07 the Indiana Utility Regulatory Commission (IURC, the Commission) ordered Micronet and H.T. Teleservices to pay \$910,000 each as the result of violations of state cramming laws.

The Indiana Office of Utility Consumer Counselor (OUCC) presented evidence that Micronet and H.T. Teleservices were solely responsible for causing disputed charges to be billed to Indiana customers in at least 364 documented incidents. Micronet and H.T. Teleservices failed to refute the OUCC's testimony and did not appear at the evidentiary hearing. As a result the maximum fine allowed under Indiana law was requested by the OUCC and levied by the IURC. Each company was fined \$2,500 for each cramming violation and in addition was assessed \$1,000 a day (totaling \$161,000 from the date of initial violation to the date of the evidentiary hearing) for failure to comply with an IURC order for discovery issued during the consolidated proceeding.

Cramming is defined as adding charges to a customer's phone bill for services never ordered. Nine state agencies were among those who were among those customers who had been crammed.

A Certificate of Territorial Authority (CTA) is an authorization or "license" issued by the IURC authorizing a company to provide telecommunications and/or related services and is required for any company to do business in Indiana.

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